

GambleAware

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TREATMENT PROVIDER 'WAIT-TIMES' – April 2018 to End of March 2019

GambleAware aims to fund services which provide fast and effective treatment and support to those who require it. The National Gambling Helpline offers immediate support via the telephone and online from 8am to 12am, 7 days a week. GambleAware currently commissions a treatment system providing community-based psychosocial interventions for problem gamblers and 'affected others', and a residential rehabilitation service for both men and women with severe gambling problems.

Community based psychosocial interventions include up to 12 weeks/sessions of psychosocial interventions, such as cognitive-behavioural therapy (CBT) or counselling:

- GamCare provide services in London and on-line and via a national network of 'partner' services located throughout Britain;
- CNWL NHS Foundation Trust, National Problem Gambling Clinic provides individual and group work CBT-based treatment to clients with complex needs from across Britain.

The Gordon Moody Association is the sole provider of GambleAware-commissioned residential rehabilitation and provides residential assessment and a 3-month residential programme for men most with the most severe gambling problems in two 9-bed units, and a women's mixed model of care service incorporating both residential and community-based treatment.

During April 2018 to end of March 2019, the GambleAware funded treatment services reported the following:

GamCare

GamCare and partners assessed 6471 people for treatment during this period. The average waiting time from referral to assessment across the GamCare network was 4 days. If accepted into treatment (5429 people), the average waiting time for the first appointment offered was 8 days. This includes weekends and bank holidays.

CNWL National Problem Gambling Clinic

CNWL National Problem Gambling Clinic received 382 referrals during this period. The average waiting time from referral to assessment was 68 days. If accepted into treatment, the average waiting time for the first appointment offered was a further 61 days. This includes weekends and bank holidays.

Gordon Moody Association

GMA received 650 referrals during this period. Given the nature of this service, telephone assessments usually happen as soon as it is possible to arrange a phone call with the client, which on average was 7 days. If accepted into treatment, the average waiting time for entry into the residential service was 88 days. This includes weekends and bank holidays.

| | No. of clients started treatment between April 2018– end of March 2019 | Average assessment wait times - days | Treatment average wait times - days |
|--|---|---|--|
| Local structured counselling | 5429 | 4 | 8 |
| Complex care (NHS National Problem Gambling Clinic) | 211 | 68 | 61 |
| Residential Programmes | 66 | 7 | 88 |

Within this year 8131 extended brief interventions were delivered via the national gambling helpline; in addition to the Gamcare partners also providing 1866 people with extended brief interventions.